

DENTAL PROVIDER – CONTACTING US

Website: premera.com/wa/provider/

Plans	Customer Service	Claims Address
◀ Dental Plans ▶		
Premera Blue Cross premera.com/wa/provider/	877-342-5258, option 2	Send claims and correspondence to: P.O. Box 91059 Seattle, WA 98111-9159
Premera Blue Cross Blue Shield of Alaska premera.com/ak/provider/	800-722-4714, option 2	Send claims and correspondence to: P.O. Box 91059 Seattle, WA 98111-9159

◀ Non-Blue Cross Blue Shield Plans ▶		
LifeWise Health Plan of Washington lifewisewa.com/provider/	800-592-6804, option 1	Send claims and correspondence to: P.O. Box 91059 Seattle, WA 98111-9159

PREMERA-WIDE DEPARTMENTS

Department/Region	Contact Number	Address
◀ Physician and Provider Relations ▶		
Eastern Washington	877-342-5258, option 4 Fax: 509-252-7279	P.O. Box 3048 MS 740 Spokane, WA 99220-3048
Western Washington	877-342-5258, option 4 Fax: 425-918-4937	P.O. Box 327 MS 453 Seattle, WA 98111-0327

◀ Electronic Claims (EDI) ▶		
Electronic Claims (EDI)	800-435-2715 Fax: 425-918-4234	P.O. Box 327 MS 481 Seattle, WA 98111-0327

◀ Dental Review ▶		
Dental Predetermination/ Dental Benefit Advisory	Contact the Customer Service number on the back of the member's ID card. Fax: 425-918-5956	P.O. Box 91059 MS 173 Seattle, WA 98111-9159

◀ Miscellaneous ▶		
Calypso (excludes FEP) ▪ Customer Solutions/Recovery	800-364-2991 – Fax: 425-918-4722	P.O. Box 327 MS 267 Seattle, WA 98111-0327
▪ Subrogation Case Management	888-704-0638 – Fax: 425-918-5878	P.O. Box 327 MS 227 Seattle, WA 98111-0327
Appeals	Contact Customer Service number on back of the member's ID card. Fax: 425-918-5592	P.O. Box 91102 Seattle, WA 98111-9202

- Visit our provider website at premera.com/wa/provider/ for member eligibility for all Washington plans. You can also view benefit details and claim status for most members.
- For OneHealthPort access to ProviderSource, Training Center, and multiple sites through a single sign-on, simply visit onehealthport.com. For technical support, call the dedicated support line at 800-937-4797.
- If you have questions about member benefits, eligibility, or claim status, contact Customer Service. Eligibility and benefit information given by phone doesn't constitute an authorization and doesn't guarantee payment. Actual payment is subject to the patient's contract and eligibility at the time of service.
- **For provider changes, contract status, or to request a contract, contact Physician and Provider Relations.**